

Contract User Guide for VEH84A

VEH84A: How to Use the Vehicle Maintenance Management Services & Accident Subrogation Services Statewide Contract

UPDATED: 08/01/2018

Contract #: VEH84A
MMARS MA #: VEH84A*
Current Contract Term: 09/01/2012 to 12/31/2018
Contract Manager: Maureen Barends, (617) 720-3155, maureen.barends@mass.gov

This Contract Contains: N/A
UNSPSC Codes: 78-18-15

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

Table of Contents:

(NOTE: To access hyperlinks below, scroll over desired section and CTL + Click)

- [Contract Summary](#)
- [Contract Categories](#)
- [Benefits and Cost Savings](#)
- [Find Bid/Contract Documents](#)
- [Who Can Use This Contract](#)
- [Subcontractors](#)
- [Construction Requirements](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Environmentally Preferable Products](#)
- [Contract Exclusions and Related Statewide Contracts](#)
- [Emergency Services](#)
- [Shipping/Delivery>Returns](#)
- [Additional Information/FAQ's](#)
- [Performance and Payment Time Frames Which Exceed Contract Duration](#)
- [Strategic Sourcing Team Members](#)
- [VENDOR LIST AND INFORMATION](#)

Contract User Guide for VEH84A

TIP: To return to the first page throughout this document, use the CTL + Home command.

Contract Summary

This is a Statewide Contract for How to Use the Vehicle Maintenance Management Services & Accident Subrogation Services Statewide Contract. This contract is account based; new account should email mgenger@fleetresponse.com with a complete list of the vehicles to be under management. It provides Vehicle Maintenance Management Services and Accident Subrogation Services for light, medium and heavy duty vehicles. This includes, but is not limited to, preventative maintenance service, general repairs (tune-up, exhaust, engine repairs, brakes, shocks and front-end repair and alignment), towing services, transmissions, and state inspections.

Contract Categories

- Vehicle Maintenance Management
- Accident Subrogation

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

Maintenance Management - At a cost of \$2.50 per month/per vehicle (plus actual charges), the awarded vendor provides:

- Vehicle maintenance management – preventive maintenance (PM) and inspections are tracked and monitored based on time and/or mileage. Other maintenance is procured by a wide range of dealers, maintenance shops, chains; service is compared against previous work completed to ensure validity as well as possible warranty savings.
- Historical vehicle maintenance history is available within FleetSuite, the vendor's accessible software system.
- Repairs are reviewed and considered by Certified ASE Mechanics against Total Cost of Ownership (TCO) prior to work approvals.
- Invoices too are reviewed by Certified ASE Mechanics for consistent and proper work.
- FleetSuite interfaces with VEH99 – Fleet Information Management System
- Toll free number specifically for Commonwealth, 1-800-338-0619 - Services are available statewide, 24 hours a day, 7 days a week
- Awarded vendor procures and negotiates the best price and provider for services to be performed

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, and specifications, visit COMMBUYS.com and search for VEH84A to find related Master Blanket Purchase Order (MBPO) information.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: 08/01/2018

Page 2 of 7



- To link directly to the MBPO for VEH84A visit [PO-14-1080-OSD01-OSD10-00000000564](#).
- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](#) and search for VEH84A to find related Master Blanket Purchase Order (MBPO's) information. All common contract documents are located in the "Conversion Vendor" Master Blanket Purchase Order (MBPO) for VEH84A and can be accessed directly by visiting [PO-14-1080-OSD01-OSD10-00000000564](#).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent

Subcontractors

The awarded vendor's use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

Pricing, Quote and Purchase Options

Purchase Options

- **Fixed Pricing:** \$2.50 per vehicle per month – Additional costs pass-through maintenance, towing, and 14.24% of subrogated accident collection. Contract pricing has been negotiated, and no further negotiations may be made.

Maintenance Information

If you are interested in more information or looking to set up your fleet for VEH84a coverage, please send an email to: mgenger@fleetresponse.com and cc: Lisa.Westgate@state.ma.us, in the subject line type: VEH84a Setup Information, in the body give your contact information, agency/municipality information, along with a summary of the fleet.



The cost of this program has been reduced to \$2.50 per vehicle per month. Initial driver's packets are free, but replacement folders are \$1.00 each. Invoices are paid to Rental Concepts dba Fleet Response, while copies of service provider's invoices are available as a .pdf in FleetSuite.

Upon account setup, Rental Concepts dba Fleet Response will forward a driver packet per vehicle to be kept in the glovebox, the packet will contain the information to contact Rental Concepts dba Fleet Response to initiate a service request.

Pricing Options

- **Fixed Pricing:** \$2.50 per vehicle per month – Additional costs pass-through maintenance, towing, and applicable % of subrogated accident collection. Contract pricing has been negotiated, and no further negotiations may be made.

Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found the [vendor information](#) page, where links to all the vendors MBPO's should be provided.

Subrogation and Collection Process

Rental Concepts dba Fleet Response will assess a 14.25% fee for money recovered through the Subrogation process. In the event that the Subrogation process does not lead to financial recovery by the Commonwealth, Rental Concepts dba Fleet Response will seek permission, on a case-by-case basis, to submit these claims for Collection. After permission is given by OSD's OVM, the fees for Collection work will be as follows:

- 33% of the recovered amount if the work is done through a legal collections process (i.e. by a law firm), OR 25% of the recovered amount if the work is done by a Collection Agency.
- After a claim has been resolved and the collection fee of either 33% or 25% has been deducted, Rental Concepts dba Fleet Response shall be entitled to 14.25% of the remaining amount and the balance will be sent to the Commonwealth.

How To Purchase From The Contract

- **Establish an Account**
Once an account is created the "purchase" from Rental Concepts dba Fleet Response is the overall management and historical tracking of the historical transactions with sub-contracted vendors who service the vehicle(s).

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage and select:

- The *COMMBUYS Requisitions* section, and choose the *How to Create a Release Requisition and Purchase Order (Contract Purchase)* job aid.

Obtaining Quotes

Contract users should always reference VEH84A when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:



- The *COMMBUYS Requisitions* section, and choose the *How to Create an RPA Release Requisition* job aid.

Estimates

The estimate process is handled by setting approval parameters – Rental Concepts dba Fleet Response allows for setting approval parameters, i.e. dollar thresholds, types of service thresholds, etc. These can be customized, and will be part of the setup process.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

Emergency Services

Rental Concepts dba Fleet Response is available 24x7. Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Additional Information/FAQs

Awarded Vendor

Rental Concepts dba Fleet Response

Contact: Mark Genger

Phone: 216-525-3870 ext. 101

Email: mgenger@fleetresponse.com

Comments and Complaints

- Contract user Comments and/or Complaints regarding any aspect of this contract can be emailed directly to the Rental Concepts dba Fleet Response Contract Manager, noted above, and copied to the OSD Contract Manager, Lisa Westgate, at lisa.Westgate@state.ma.us.

Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the [Vendor List and Information](#) section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date



of payment “issue” is the date a payment is considered “paid” not the date a payment is “received” by a Contractor. If the Needed Product Can Not be Found

PPD is 1% - 14 days

If a service cannot be found in the vendor’s price sheet, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the or service meets the scope of the product category, the vendor may be able to add it to their product offerings. Include whether vendor needs prior approval to add to contract or not.

If the product is not listed in the scope of the product category, a buyer may contact the Strategic Sourcing Lead to inquire whether the product may be purchased.

Performance and Payment Time Frames Which Exceed Contract Duration

The actual maintenance services are completed by hundreds of statewide variety of dealers, local shops and chains that are subcontracted/managed through Fleet Response (at last count there were X). Additionally, they manage multiple towing relationships. These subcontractors are consistently managed and tracked for consistent results on service, time and cost.

Contract User Guide for VEH84A

Vendor List and Information*

Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog Punch Out Available	MMARS Vendor Code and Vendor Line	Contact Person	Phone #	Email	Categories	Counties	Discounts (PPD, Dock Delivery, Other)	MBE MWBE WBE Veteran	Minimum Order	List any other important items
RENTAL CONCEPTS INC dba Fleet Response	PO-14-1080-OSD01-OSD10-00000000564	PO-14-1080-OSD01-OSD10-00000000564	VC0000 155693 - 1	Mark Genger	216-525-3870 ext 101	mgenger@fleetresponse.com	Maintenance Accident Subrogation	Statewide	1% - 14 days	No	Account	Account must be established – vehicle should be registered

* Note that COMMBUYS is the official system of record for vendor contact information.

** [PO-14-1080-OSD01-OSD10-00000000564](#) The Master MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: 08/01/2018

Page 7 of 7